

ORDER FOR SUPPLIES AND SERVICES				REQUISITION/REFERENCE NUMBER 000000AB		PAGE OF PAGES 1 3	
1. DATE OF ORDER 08/13/2021 08:59:51 PM EDT		2. ORDER NUMBER 47QFPA21F0054		3. CONTRACT NUMBER GS-06F-0669Z		4. PDN NUMBER	
FOR GOVERNMENT USE ONLY	5. ACCOUNTING AND APPROPRIATION DATA						
	FUND 285F	FUNCTION CODE AF151	B/A CODE AA20	CC-A	C/E CODE H08	FY	REGION
	CC-B	PROJ./PROS NO.	O/C CODE 25	ORG. CODE Q09FA000	W/ITEM	PRT./CRFT	
6. TO: CONTRACTOR (Name, address and zip code) SNAP, INC. 4080 LAFAYETTE CENTER DR STE 340 CHANTILLY, Virginia 20151-1252 United States (703) 393-6400				7. TYPE OF ORDER			
				A. <input type="checkbox"/> PURCHASE Please furnish the following on the terms and conditions specified on the order and the attached sheets, if any, including delivery as indicated.			
				B. <input type="checkbox"/> DELIVERY (For Supplies) This delivery order is issued subject to the terms and conditions of the above numbered contract.			
8A. Data Universal Numbering System (DUNS) Number (b) (4)				8B. Taxpayer Identification Number (TIN) (b) (4)			
9A. BUSINESS CLASSIFICATION SBA Certified Small Disadvantaged Business				C. <input checked="" type="checkbox"/> TASK ORDER (For Services) This task order is issued subject to the terms and conditions of the above numbered contract.			
				D. MODIFICATION NUMBER P00000			
				AUTHORITY FOR ISSUING Except as provided herein, all terms and conditions of the original order, as heretofore mentioned, remain unchanged.			
				9B. START DATE: 08/16/2021			
				9C. COMPLETION DATE: 02/15/2022			
10. ISSUING OFFICE (Address, Zip Code, and Telephone Number) 50 United Nations Plaza, 2nd Floor San Francisco, California 94102 United States Clevester Hines (415) 522-3296 clevester.hines@gsa.gov		11. REMITTANCE ADDRESS (MANDATORY) SNAP, INC. 4080 LAFAYETTE CENTER DR STE 340 CHANTILLY, Virginia 20151-1252 United States		12. SHIP TO (Consignee Address, Zip Code and Telephone Number) General Services Administration Jer-Ren Yen 280 South 1st Street, Suite 251 San Jose, California 95113 United States (b) (6)			
13. PLACE OF INSPECTION AND ACCEPTANCE Jer-Ren Yen 1800 F St NW Washington, District of Columbia 20006-0000 United States (b) (6)				14. REQUISITION OFFICE (Name, Symbol and Telephone Number) GSA FAS AAS Region 09 50 United Nations Plaza, 2nd Floor San Francisco, California 94102 United States Lori A Faber (b) (6)			
15. F.O.B. POINT Destination		16. GOVERNMENT B/L NUMBER		17. DELIVERY F.O.B. POINT 02/15/2022		18. PAYMENT/DISCOUNT TERMS Net 30 Days / 0% 0 Days	
19. SCHEDULE							
ITEM NUMBER (A)	SUPPLIES OR SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)		
	See Continuation Page						
20. RECEIVING OFFICE (Name, Symbol and Telephone Number) General Services Administration (408) 535-5313				TOTAL FROM 300-A(s)			
21. MAIL INVOICE TO: (Electronic Invoice Preferred) General Services Administration (FUND) The contractor shall submit invoices electronically by logging into the ASSIST portal (https://portal.fas.gsa.gov), navigating to the appropriate award, and creating the invoice for that award. For additional assistance contact the ASSIST Helpdesk at 877-472-4877. Do NOT submit any invoices directly to the GSA Finance Center (neither by mail nor via electronic submission).		22. GROSS SHIP WEIGHT		GRAND TOTAL	\$642,544.80		
		23. SHIPPING POINT See Block 6					
		24A. FOR INQUIRIES REGARDING PAYMENT CONTACT: KC Finance Accounts Payable			24B. TELEPHONE NUMBER 1-800-676-3690		
25A. NAME AND TITLE OF OFFEROR/CONTRACTOR William H Ray		26A. UNITED STATES OF AMERICA (NAME OF CONTRACTING/ORDERING OFFICER) Clevester Hines					
25B. SIGNATURE William H Ray		25C. DATE SIGNED 08/13/2021 08:58:11 PM EDT		26B. SIGNATURE Clevester Hines		26C. DATE SIGNED 08/13/2021 08:59:51 PM EDT	



General Services Administration
Office of the Chief Information Officer (OCIO)
Enterprise Information & Data Management Division (IDEA)

Performance Work Statement

Business Objects Support

07/16/2021

(updated 07/26/21 - ch)

Cleaver Hines

Business Objects Support Performance Work Statement

1.0 BACKGROUND:

This bridge order is under the 8(a) STARS II Governmentwide Acquisition Contract (GWAC). GWAC is a small business set-aside GWAC that provides flexible access to customized information technology (IT) solutions. This order shall have a base period of six months with two two-month option periods.

2.0 SCOPE OF WORK:

The scope of this order shall include two technical support tasks. The first task shall provide Operations and Maintenance (O&M) support for SAP Business Objects and GSA business intelligence and reporting solutions. The second task shall provide O&M support for SAP Business Objects and GSA business intelligence and reporting solutions specifically for the Financial Planning Application (FPA) and Telecom Invoice Management (TIM) platform.

3.0 SPECIFIC REQUIREMENTS: The Contract shall provide support in the following areas:

- 3.1 **Task 1 - Operations and Maintenance (O&M)** Contractor shall assist the Government to provide platform and application operations and maintenance activities including compatibility, user administration, performance and troubleshooting. In support of this requirement the Contractor shall:
 - 3.1.1 Assist the Government with operations for all Business Objects, Tableau and MicroStrategy processes, universes and reports
 - 3.1.2 Provide troubleshooting, case management, and helpdesk support for the GSA OCIO and external customers
 - 3.1.3 Use a Central Management Console for Business Objects
 - 3.1.4 Assist with Business Objects system administration to ensure the successful execution of all Business Objects tasks
 - 3.1.5 Provide updates to the GSA Project Lead as requested using plain language to convey complex technical issues and requirements
 - 3.1.6 Provide back-up personnel for tasks and provide internal training and development to ensure they are properly trained
 - 3.1.7 Provide assistance in producing prototypes using business intelligence tools.
 - 3.1.8 Assist with providing records for audits and produce documentation
 - 3.1.9 Work with coordinators and domain administrators for account and password maintenance
 - 3.1.10 Understand, design, and implement appropriate security models, as required. An existing security model may be modified or a new security model designed when upgrades (releases, service packs) are implemented or related systems are upgraded, e.g. Pegasys, Oracle, MySQL, JAVA. In this context, a security model is synonymous with assessing impact of upgrades to systems security and to ensuring that security controls are properly maintained or updated.
 - The Contractor shall enhance and maintain security model and multi-factor authentication methods, as required, to protect Personally Identifiable Information (PII) and Financial Sensitive data. The security model includes internet/intranet facing URL, restricted user access to Business Objects Launchpad, assign limited essential assignments to “Everyone” group, limited users with “View” only access right for public folder reports, VPN for external users.
 - 3.1.11 **Corrective Adaptive Perfective Preventative (CAPP) Maintenance:** The Contractor shall provide Business Objects CAPP maintenance activities are anticipated within the support period of this task order. These activities will consist of a single scope minor enhancement, having a total duration of 160 hours or less. CAPP consists of and is defined by the following:

Business Objects Support Performance Work Statement

- Corrective Maintenance: reactive modification of a software product performed after delivery to correct discovered problems
- Adaptive Maintenance: modification of a software product performed after delivery to keep a software product usable in a changed or changing environment
- Perfective Maintenance: modification of a software product after delivery to improve performance or maintainability
- Preventive Maintenance: modification of a software product after delivery to detect and correct latent faults in the software product before they become effective faults.

3.1.12 **Dashboards and Reports:** The Contractor shall design, develop, deploy, and maintain dashboards and reports.

- The Contractor shall maintain dashboards using Tableau, MicroStrategy, or other software as directed.
- The Contractor shall develop, test, deploy and maintain Business Objects, MicroStrategy or other reports as directed by the Government.

3.1.13 **Database Support Activities:** The Contractor shall perform database support activities focused on the development of detailed logical and physical data models, database design, design of extraction, transformation and load design, data preparation design, and data interface design. Data models developed in the environment are very detailed and fully attributed; these data models define business rules, adhere to data administration standards, and align the GSA enterprise standards with data models. In support of this requirement, the Contractor shall:

- Design, develop, build, test, and implement new data structures, e.g. tables, indexes, partitions, and modify existing tables and views to support financial functions and business processes ensuring efficiencies with the use of the suite of tools supported by the environment
- Be responsible for extracting, transforming and loading data from internal and external data sources using SAP Data Services, Pentaho, or loading scripts, as appropriate
- Document all business rules applied in data transformation stage, and assess overlap or conflict with transformation rules used in other existing data feeds into the Business Objects database
- Validate all update processes and resolve problems related to daily and monthly data transfers, transformation and retrieval
- Modify, test, and implement changes to existing data structures and modify existing tables and views to support portfolio, integrator, line of business, financial functions and business processes
- Validate all update processes, data loads, and output broadcasts across development, test and production environments and resolve problems related to daily and monthly data transfers, transformation and retrieval
- Document existing and modifications to existing database structures, views, and processes
- Work closely with Oracle, MySQL and other applicable database administrators to perform activities to ensure compatibility, performance tuning and resolution of issues

3.1.14 **Platform Upgrades:** The Contractor is to implement and deliver on platform upgrades as approved by the Government.

- Minor Release Documentation: With each release deliverable, the Contractor is to include relevant technical documentation, including functional specifications, user guides, design specifications, installation procedures, platform level entity relationship diagram (ERD), and similar. The platform level ERD shall show all inter-relationships among the domains/data marts and provide a management view of what is in the inventory. The Government anticipates that the domain level ERDs will have a greater level of specificity.
- System Impact Plan / Software Development Plan: The Contractor is to provide System Impact Plans / Software Development Plans for all upgrades and define how the upgrade is to be implemented, as well as what the known and assumed impacts are.

Business Objects Support Performance Work Statement

- Software / Release Development Support and Implementation: The Contractor is to perform any required Software / Release Development Support and Implementation activities.
 - Technical Requirements: The Contractor is to develop technical requirements to document all technical changes associated with a release. Should there be any technical changes that require coordination with users, the GSA COR will make that determination.
 - ~~Testing: The Contractor is to install any applicable and approved platform releases to the Staging/Test environment with hosting provider coordination, as necessary. (updated 07/26/21 ch)~~
 - **Testing: The Contractor is to validate that the release is operating within functional and design specifications and coordinate with the hosting provider on testing and validation services, as required. (updated 07/26/21 - ch)**
 - Installation: The Contractor is to install all platform-applicable and approved releases to the Staging/Test and Production environments with hosting provider coordination, as necessary.
 - Un-installation: The Contractor is to provide clearly written un-installation procedures within the Installation Procedures documentation for each release deliverable. Should the un-installation of any release or component be required, the Contractor is to coordinate with the hosting provider, as necessary.
 - Acceptance: Final acceptance for the overall product is contingent upon the acceptance of the final release, which will incorporate all of the associated system functionality identified in the specifications referenced herein. The Government Project Manager will provide the final acceptance.
 - Source Code: Unless otherwise specified by the GSA COR, all complete and compliant software code produced by the Contractor in the course of development is to be submitted as part of each release and will be accompanied by the respective, same-version, unabridged, and reproducible source code along with necessary compilation, generation, instructions, and comments. The source code is to be placed in the "source code" folder within the "Software" CD of the release submission as un-compiled code. All code associated with this contract will be owned by GSA.
 - **Unit Testing:** The Contractor is to provide an appropriate level of unit testing to the critical and complex areas of the application.
 - **In-code Documentation:** The Contractor is to provide detailed, in-code documentation for areas of the system that undergo the most change to ensure that the logic of the source code is understood by readers with the appropriate technical development skill sets. For all other areas that do not undergo significant change, some high-level in-code documentation is still required.
 - **Exception Handling and Error Logging:** The Contractor is to employ exception handling and error logging to determine the best strategy for managing exceptions.
 - **Code Reviews:** The Contractor is to employ code peer reviews to ensure the highest quality optimized code.
- 3.1.15 **Configuration Management:** The Contractor is to ensure that their local development environment is securely hardened and patched prior to implementation in the production environment.
- The Contractor is to use GSA technical guidelines, NIST guidelines, Center for Internet Security guidelines or industry best practice guidelines to harden the system, as deemed appropriate by the GSA COR.
 - The Contractor is to adhere to the IT Security Procedural Guide: Configuration Management (CM) CIO-IT Security-01-05 to ensure configuration management requirements are appropriately met.
- 3.1.16 **Upgrades:** The Contractor shall implement Business Objects upgrades. Business Objects upgrades include major releases, service pack installs and fix packs.

Business Objects Support Performance Work Statement

- The Contractor shall assist the Government with overseeing, coordinating, and executing tasks to ensure the smooth transition from one Business Objects release to the next including (1) develop a release plan, (2) coordinate testing, (3) manage system downtime, (4) work with the Integrated Project Team (IPT), (5) configure Business Objects, and (6) perform problem resolution and troubleshooting.

3.2 Task 2 - Financial Planning Application (FPA) and Telecom Invoice Management (TIM) platform support:

The contractor shall provide dedicated Business Objects operations and maintenance support for GSA's Financial Planning Application and Telecom Invoice Management (TIM) platforms.

3.2.1 Daily Operations: The Contractor shall assist the Government in supporting Business Objects activities including user administration, performance, and troubleshooting. In support of this requirement the Contractor shall:

- Provide records for audits and produce documentation
- Work with system, network and domain administrators for account and password maintenance
- Work closely with Business Objects, Data Services, and network administrators to perform performance tuning and troubleshooting
- Use a web-based tool to perform most day-to-day administrative tasks, including user management, content management, and server management
- Provide semiweekly updates to GSA Project Lead
- Reset the Business Object Connections, Data Services Connections, and Oracle database password as required for security purposes
- Work closely with Oracle database administrators to perform performance tuning and troubleshooting
- Provide FPA and TIM administration for enterprise-wide application
- Assist the Government with daily and monthly operations for all Business Objects, Data Services, FPA, TIM processes
- Maintain Extract, Transform and Load (ETL) jobs, universes, reports, PL/SQL, and tables for FPA/TIM
- Monitor and support ETL operations
- Maintain responsive communication with system users to ensure timely response to complex inquiries and satisfactory solutions

3.2.2 Minor Releases

- Provide small functionality updates
- Provide documentation for all enhancements, software release or any implementation activities.
- The Contractor shall support the Government and/or its other vendors on testing processes or their components to ensure they operate as intended in the existing GSA IT environment
- Final Acceptance is dependent on acceptance. The GSA COR will determine final acceptance.
- All source code produced by the contractor during development is for GSA use only. It will be kept in specific folders or source code repository determined by GSA COR.

3.2.3 The Contractor shall provide operational support for TIM and FPA Business Objects, Data Services, Oracle database, and Oracle PL/SQL CAPP. The contractor shall maintain and support all Business Objects and Oracle components of FPA and TIM and ensure that components meet GSA security standards.

3.2.4 Change Management: The Contractor shall follow the GSA IT Change Management plans to cover all analysis, development, and implementation work for new/existing applications and their supporting processes' changes throughout the project life cycle. The Change Management plan consists of but is not limited to the following:

Business Objects Support Performance Work Statement

- Readiness assessments, migration plans, communication and collaboration, user training, and performance measures
- Steps to obtain buy-in through user and management participation throughout system development and implementation
- Source code management and version control

- 3.3 **Anticipated Hours and Skill Categories:** The following Government rough estimate for core support in Section 3.1 of this PWS based on historical data, in no way constitutes a set requirement but is provided merely as an order of magnitude estimate so that interested parties can engage their respective industry and business judgment in relation to the statement of requirement expressed in this PWS. Indeed, the Government neither expects nor desires a solution based solely on this rough Government estimate but rather encourages solutions borne of offeror technical and business expertise that renders efficiencies that the Government may not or cannot derive in its own estimates. Nevertheless, it is incumbent upon the offeror to explain alternative solution(s) in sufficient detail that demonstrates clearly the benefits to the Government of said alternative solution(s).

Base Period – Task 1

Program manager	120
Systems Engineer (Senior)	3840
	3960

Base Period – Task 2

Systems Engineer (Senior)	960
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4 **DELIVERABLES:** The Contractor is required to provide the following deliverables within the designated timeframes:

- 4.1 Monthly Status Report: The Contractor shall submit scheduled periodic reports regarding the status of work initiatives and documentation updates. The Contractor shall provide a monthly status report to the GSA COR, each month, for the previous month's performance. Project status monthly reporting requirements will be finalized during the initial kick-off meeting. This report is due no later than the 10th calendar day of each month.
- 4.2 The Contractor Project Manager shall oversee projects and tasks related to development, unit testing and test discrepancies.

Paragraph Title	Deliverable Product	Due Dates / Frequency	Electronic Delivery
Meetings and Status Reports	Monthly Status Report	10 days following the end of the previous service month.	Yes
System Development Lifecycle Support	SDLC documents, as required	At each Milestone Review	Yes
Meetings and Status Reports	Meeting Agenda	One (1) business day prior to each meeting	Yes

- 4.3 The Contractor shall prepare all documents using software specified by the Government. Current software being used is Microsoft Office for documentation and Smartsheets for project plans and timelines. Other tools may be used with approval by the GSA COR.

Business Objects Support Performance Work Statement

- 4.4 The Contractor shall compress software provided it is self-expanding upon installation. In the absence of other agreements negotiated with respect to time provided for GSA COR re Database view, deliverables will be inspected, and the Contractor notified of the GSA COR's findings. Inspections are for the sole benefit of the Government and do not relieve the Contractor of responsibility for complying with the task order, relieve the Contractor of responsibility for deliverable before acceptance, or imply acceptance.
- 4.5 For all software changes, the Contractor shall furnish documentation that includes all the information needed to effectively operate and maintain the software within the GSA's environment. The documentation shall be in a format that allows for printing and copying of the material.
- 4.6 The Contractor shall provide the following GSA-specific documentation:
- System documentation including third party product documentation
 - Operations documentation
 - User documentation, e.g., user manuals, user exercises
- 4.7 Updates to documentation for software changes shall be provided by the Contractor. Documentation shall be detailed and well organized. It shall contain features that make it easy to use for reference and training purposes. Updates to all manuals supporting system changes shall be provided to GSA during the duration of this Contract.
- 4.8 **Delivery** - Deliverables shall be submitted electronically to the Government unless otherwise requested. The Contractor shall include a cover letter with each submission, on the prime contractor's letterhead, describing the contents. Hard copy deliverables shall be submitted on 8½ by 11-inch paper, be single-sided, and single-spaced. Prior to the submission of deliverables, GSA and the Contractor will agree on format and nature of the content for the deliverable, to improve deliverable quality prior to effort being expended. Industry Standards and best practices will also be used as a guideline for developing deliverables where applicable.
- 4.9 **Deliverable Inspection and Acceptance** – Any deliverable produced under this Contract will be accepted or rejected in writing by GSA. Each deliverable shall be provided in draft form unless otherwise noted. GSA will have ten (10) business days to inspect the deliverable and provide comments to the Contractor. During this review period, GSA will have the right to reject or require correction of any deficiencies found in the deliverable that are contrary to the information contained in the Contractor's accepted proposal. After receiving the comments, the Contractor shall incorporate the changes into the deliverable and resubmit the final deliverable to GSA within ten (10) business days. If, after receiving the draft deliverable, GSA fails to complete the review within ten (10) business days. If deficiencies are discovered after this period, GSA will provide in writing a description of all deficiencies to be corrected by the Contractor. After receiving the deficiencies, the Contractor shall incorporate the changes into the deliverable and resubmit the deliverable to GSA within ten (10) business days.
- 5.0 **PERIOD OF PERFORMANCE:** The period of performance for this order will consist of a 6-month base period with two option periods of 2 months each.
- 6.0 **PLACE OF PERFORMANCE:** The work required by this order will be performed virtually.
- 7.0 **TRAVEL:** Travel will not be required under this task order.
- 8.0 **GOVERNMENT FURNISHED EQUIPMENT / MATERIALS / FACILITIES:** The Government will furnish laptops, and badges for use in performing tasks related to this task order.
- 8.1 **PROPERTY MANAGEMENT SYSTEM**

~~The contractor shall maintain an acceptable Property Management System throughout the duration of the contract. The contractor shall provide technical expertise to support receipt, storage, handling, inventory, employment, and disposal of property supporting this TO. The contractor's execution and maintenance of its Property Management System in support of this contract shall comply with FAR 52.245-1. (updated 07/26/21 - ch)~~

Business Objects Support Performance Work Statement

The Contractor shall provide a point of contact (POC) responsible for coordinating with the GSA CORs and GSA IT/Property managers to ensure all GSA property assigned to Contractor employees is tracked at all times and promptly returned to GSA when Contractor employees leave the contract. (updated 07/26/21 - ch)

9.0 GOVERNMENT FURNISHED INFORMATION:

The Contractor shall have access to all Government-Furnished Information (GFI) that may be necessary to adequately complete the work effort. Project documentation and various correspondences will be provided to familiarize the Facilitator with the Project and issues. No GFI shall be removed from Government facilities unless authorized. Additionally, all Contractor employees shall be required to sign a Non-Disclosure Statement before accessing any restricted data. All GFI shall be returned to the Government upon completion of this task order or when no longer needed, whichever is sooner.

10.0 QUALITY MANAGEMENT/QUALITY CONTROL: The Contractor's Quality Control Plan shall be submitted with their proposal.

11.0 QUALITY ASSURANCE SURVEILLANCE PLAN: The Government will monitor the Contractor's performance through the use of a Quality Assurance Surveillance Plan (QASP). The Government reserves the right to review services to be provided, including those developed or performed at the Contractor's facilities, to determine conformance with performance and technical requirements. Government quality assurance will be conducted on behalf of the Contracting Officer. The COR will be appointed to coordinate the overall quality assurance of technical compliance.

12.0 PHASE OUT: The Phase-Out process is defined as a smooth transition from one Contractor to another, in order to maintain the program's integrity required under this and the previous agreements. The Contractor shall take all actions necessary to achieve a successful transition to the follow-on Contractor/GSA Staff.

The Contractor shall deliver a Transition Management Plan to the Government for approval (Per the schedule described in Section 4.0 Deliverables) to ensure the smooth transition from incumbent contractor and to a successor contractor. The Contractor shall transition the required services of the contract without interruption to the government. The contractor shall implement their Transition Plan upon request by the Government. However, the Government may require changes to the plan after submission. Compliance of any Government requested changes or revisions to the plan are due within thirty (30) calendar days of the request, or sooner as negotiated.

13.0 PERFORMANCE REQUIREMENTS: The following performance requirements will be monitored throughout the period of performance of this task order:

Performance Objective	Performance Indicator	Standards
Operations & Maintenance (Sections 3.1 & 3.2)	Timeliness & Quality	Respond to issues within 1 hour of issue receipt with action plans to address issues within 24 hours.
Operations & Maintenance (Sections 3.1 & 3.2)	Timeliness & Quality	95% - 97% of complete and accurate documentation is submitted within a pre-defined project schedule.
Operations & Maintenance (Sections 3.1 & 3.2)	Timeliness & Quality	PWS requirements are met within given time constraints

Hand-Received Items:

The contractor is required to have an effective in/out processing program which ensures all hand received items are returned by the contractor employee upon contract termination or employee departure/termination. To ensure accountability of hand-received items, the contract will include a Performance Requirement Summary (PRS) inspection area in the Quality Control Plan (QCP).

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14.0 CONTRACT ADMINISTRATION: GOVERNMENT POINTS OF CONTACT/CONTRACT ADMINISTRATION:

14.1 Government POCs:

14.1.1 GSA Project Management Office, and Contracting Office:

General Services Administration
50 United Nations Plaza
San Francisco, CA 94102-4912

14.2 Contract Administration: The client COR under this task order will oversee the contractor's technical efforts to assure that its performance is in strict accordance with the terms and conditions of the contract. The COR, as a direct line of technical contact for the Contractor, will also be the primary interface between the contractor and the Contracting activity, GSA, on matters pertaining to the contractor's technical effort. The COR monitors all technical aspects of the task order to ensure that the Contractor performs the technical requirements of the task order, in accordance with the terms of the contract. In doing so, the COR will:

- Perform, or cause to be performed, inspections necessary in connection with performance of the contract
- Assure prompt inspection and acceptance or rejection of reports, deliverables, and invoices
- Maintain written and oral communications with the Contractor concerning the aspects of the contract within his purview
- Issue written interpretations of technical requirements of Government drawings, designs, and specifications
- Monitor the Contractor's performance under the contract and notify the Contractor and GSA Project Manager, and GSA CO as deemed necessary, of any deficiencies observed
- Coordinate Government furnished property availability; provide for site entry of Contractor personnel, as required
- Assure that the contractor has a current facility clearance, as well as appropriate clearances, for its personnel to have access to Government sites or classified material as soon as it is determined that access to sites or classified material will be required
- Assure that neither party is arbitrarily enlarging the scope of the contract or changing delivery schedules or otherwise obligating the Government to unanticipated or deferred cost
- Inform the GSA PM immediately of potential technical, management and operational problems of the contract order
- Recommend changes to the PWS, if necessary, and submit these to the PM and CO.
- Monitor through to completion the Contractor's performance to ensure compliance with all requirements, specifications, terms and conditions under the task order.
- Maintain a contract working file

14.2.1 The GSA Project Manager (PM) under this task order is Joy Wahlmann. The PM is the first line contact of GSA for the COR. The PM is the interface between the requiring organization and the contracting organization. The PM reviews issues raised by the COR and decides if and when to refer to the Contracting Officer those matters, other than purely technical problems, that may affect the contract. As such, the PM refers those matters, other than purely technical problems, which may affect the contract scope, cost, performance or otherwise necessitate a formal contract modification to the CO. The PM will

Business Objects Support Performance Work Statement

coordinate and forward to the Contracting Officer (CO) for further formal contract action as deemed necessary. The PM will:

- Ensure that neither party is arbitrarily enlarging the scope of the contract or changing delivery schedules or otherwise obligating the Government to unanticipated or deferred cost and assuring that there is no duplication of work or costs.
- In coordination with the COR, informs the Contracting Officer when the contractor is known to be behind schedule, with the reasons therefore and coordinating with the COR and Contracting Officer corrective action necessary to restore the contract schedule.
- Furnish to the Contracting Officer a copy of any contractually significant correspondence to prevent possible misunderstanding or creation of a condition that may be the basis of a later claim.
- Review and submit recommendations to the Contracting Officer on subcontracts with respect to their relationship with the prime contracts.
- Provide necessary Government interpretation of the contract's technical requirements from cognizant sources, when requested by the contractor or COR

14.2.2 Exclusions: Among the exclusions of the COR's and PMs' authority are:

- Issuing instructions to the Contractor to start or stop work
- Directing the contractor to perform work, unless explicitly provided for in the contract
- Modifying the stated terms, conditions, or costs of the contract
- Waiving the Government's rights about the contractor's compliance with the specifications, price, delivery, or any other terms or conditions approving items of cost not specifically authorized by the contract
- Directing changes
- Executing supplemental agreements
- Rendering a decision on any dispute on any question of fact under the Disputes provision of the contract
- Taking any action with respect to termination, except to notify the Contracting Officer of possible conditions of breach
- Authorizing delivery or disposition of Government-furnished property not specifically authorized by the contract
- Giving guidance to the contractor, either orally or in writing, which might be interpreted as a change in the scope or terms of the contract
- Discussing procurement plans, or any other advance information that might provide preferential treatment to one firm over another, when a solicitation is issued for a competitive procurement.

14.2.3 Any conduct by these officials, or other Government representatives, considered by the Contractor to constitute a change under the contract, shall be communicated promptly to the CO, in writing. Following submission of such notice to the CO, the Contractor shall diligently continue performance of this contract to the maximum extent possible in accordance with the terms and conditions of the Contract.

14.2.4 The CO is the sole interpreter of contract terms and conditions. All contractual agreements, commitments, or modifications which involve price, quantity, quality, or delivery schedules shall be made by the Contracting Officer. As per 52.212-4(c) Changes, changes to the terms and conditions of this contract may be made only by written agreement of the parties.

15.0 Monthly Payments: This is a Firm Fixed Price contract. The Government shall pay the Contractor, upon the submission of proper invoices or vouchers, the prices stipulated in this contract for supplies delivered and accepted, or services rendered

Business Objects Support Performance Work Statement

and accepted, less any deductions provided in this contract. Acceptance criteria shall be in accordance with the performance-based criteria listed in the PWS. Unless otherwise specified in this contract, payment shall be made on partial deliveries accepted by the Government if:

(a) The amount due on the deliveries warrants it; or

(b) The Contractor requests it and the amount due on the deliveries is at least \$1,000 or 50 percent of the total contract price.

(c) The Government anticipates that invoicing will be on a monthly basis at one twelfth of awarded firm fixed price, based on each year's price, or as otherwise necessary to be proportional should a performance period be other than one calendar year (one sixth for the option).

(d) Charges for the time and materials/labor hour portion of the order shall be for actual effort expended for the associated month.

Contractor Responsibilities to Receive Payment:

1. Contractor must first provide invoices and a completed GSA Form 3025 – Receiving Report to the Government COR for review prior to submitting invoices in ITSS. The COR will return either an approved GSA Form 3025 or a detailed explanation as to why the invoice was not approved within 5 business days. It is the responsibility of the contractor to resolve issues in a timely manner.
2. Contractor shall obtain a password for electronic submission at www.finance.gsa.gov, submit the approved invoice, GSA Form 3025 and a Monthly Status Report in ITSS.
3. Contractor shall reference ACT number (to be assigned upon award) when submitting requests for client acceptance. A Monthly status report must accompany the approved invoice and Form 3025 in ITSS. Failure to comply will result in automatic invoice rejection.
4. If an invoice is rejected, it is the responsibility of the contractor to notify the GSA Project Manager so that issues can be resolved in a timely manner.

16.0 Contractor shall comply with **FAR 52.2014-14 Service Contract Reporting Requirements**.

17.0 Non-Personal Services: This is not a personal services contract. The Government shall neither supervise contractor employees nor control the method by which the contractor performs the required tasks. It shall be the responsibility of the contractor to manage its employees and to guard against any actions that are of the nature of personal services or give the perception of personal services. If the contractor believes that any actions constitute, or are perceived to constitute personal services, it shall be the contractor's responsibility to notify the DCAA CIO and the Contracting Officer immediately.

18.0 Organizational Conflict of Interest Contractor, subcontractor, and CTA personnel performing work under this contract may receive, have access to, or participate in the development of proprietary or source selection information (e.g., cost or pricing information, budget information or analyses, specifications or work statements, audit information etc.), or perform evaluation services which may create a current or subsequent Organizational Conflict of Interests (OCI) as defined in FAR Subpart 9.5. The Contractor shall notify the Contracting Officer immediately whenever it becomes aware that such access or participation may result in any actual or potential OCI and shall promptly submit a plan to the Contracting Officer to avoid or mitigate any such OCI. The Contractor's mitigation plan will be determined to be acceptable solely at the discretion of the Contracting Officer and in the event the Contracting Officer unilaterally determines that any such OCI cannot be satisfactorily avoided or mitigated, the Contracting Officer may affect other remedies, as he or she deems necessary, including prohibiting the Contractor from participation in subsequent contracted requirements, which may be affected by the OCI.

Business Objects Support Performance Work Statement

19.0 Contract Transitions

The contractor shall not recruit on Government premises or otherwise act to disrupt Government business.

The contractor shall have management and administrative support in place to fulfill work requirements at time of commencement of the contract. Addresses, telephone numbers, and functional responsibilities shall be provided to the COR and the Project Manager, at the time of work initiation.

The contractor must recognize that services under this contract are vital to the Government and must be continued without interruption and that upon contract expiration, a successor, either the Government or another Contractor, may continue such services. The contractor shall cooperate to effect and orderly and efficient transition, in the event of transition to a successor.

~~The contractor shall provide phase-out services at no additional cost to the Government as long as there is any active contract. (updated 07/26/21 - ch)~~

The contractor shall provide phase-out services at no additional cost to the Government as long as there is an active contract. (updated 07/26/21 - ch) Appropriate contract management personnel shall meet with the successor contractor to coordinate delivery order transition. Discussions shall include personnel transition to the successor contractor, and the transition of contract specific items such as Government or contractor furnished supplies, materials, equipment, and services.

~~The contractor shall disclose necessary personnel records (names and phone numbers) to allow the successor to conduct interviews for possible transition. If selected employees are agreeable to the change, the incumbent contractor shall grant release at a mutually agreed date and negotiate transfer of the employee's earned fringe benefits. The resumes for incumbents must be approved by the Government prior to assignment to a position. (updated 07/26/21 - ch)~~

~~The required clause FAR 52.222-17 "Non-displacement of Qualified Workers" applies to this order. (updated 07/26/21 - ch)~~